



## SUBSCRIBER ACKNOWLEDGMENT REPORT

October 26, 2005

SENT BY ECFS

Marlene H. Dortch, Commission Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW,  
Washington DC 20554

Re: WC Docket No. 04-36  
WC Docket No. 05-196

Dear Commissioner Dortch:

Only one of our four customer customers has not sent the E911 affirmative acknowledgment. We have followed up without success. However we will keep trying until October 30, 2005.

Please note that Optivon, Inc. (US) is located in the state of Florida and that hurricane Wilma hit us last Monday October 24, 2005, which precluded us to submit the October 25<sup>th</sup> report.

Following is an update on the actions taken so far by Optivon, Inc, to comply with the FCC VoIP E911 Order.

As requested we have:

1. Sent a letter to all our customers with the warning stickers. The letter advised customers to place the sticker in the handset of the phone. The stickers indicated that E911 service was not available from their phone. Letter with the warning stickers was sent by courier. As of the

morning of August 30, we have received acknowledgment from all (100%) of our customers.

2. Received affirmative acknowledgment from 75% of our customers. Our July 29, 2005 letter re-confirmed to customers that services provided by Optivon did not support E911 access to emergency services.

	Number of Customers	% of Customers
Affirmative Acknowledgment Received	3	75%
Customers Pending Acknowledgment	1	25%
Total Customers that received E911 letter	4	100%

We might not be able to receive affirmative acknowledgment from the only customer that still has not reply. We have called and emailed the customer without being able to make contact.

3. Although the system allows for outbound dialing, the customer that has not sent the Acknowledgment in fact do not use our service to generate calls (only used for inbound contact center calls). However, in order to fully comply with the FCC order, we will proceed to disconnect the customer by October 31, 2005, if by such date we have not received a reply. Until such day we will continue our efforts to obtain the Affirmative Acknowledgment.
4. We are not capable at this moment to perform a soft disconnect since we are not able to route 911 calls to a Public Safety Answering Point (PSAP).

If you have any question you can contact me at 787-625-2720 or send me an email at [rmorales@optivon.com](mailto:rmorales@optivon.com)

Regards,

**Rafael Morales**

Rafael Morales  
Vicepresident

xc. Luis Romero Font, President